



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Annadata, Anil; Pak, Wai H.; Chen, Mingtse; Jay, Henry D.
Assignee: Siebel Systems, Inc.
Title: System And Method For Maintaining Real-Time Agent Information For Multi-Channel Communication Queuing
Serial No.: 09/823,770 Filing Date: March 31, 2001
Examiner: Not Assigned Group Art Unit: Not Assigned
Docket No.: M-11405 US

Austin, Texas
June 27, 2001

BOX MISSING PARTS
COMMISSIONER FOR PATENTS
Washington, D.C. 20231

RESPONSE TO NOTICE TO FILE MISSING PARTS OF APPLICATION -
FILING DATE GRANTED

Dear Sir:

In response to the "Notice to File Missing Parts of Application—Filing Date Granted" mailed by the United States Patent and Trademark Office on May 14, 2001, the following documents are enclosed to complete the filing of the above-identified patent application:

1. A declaration signed by the inventors in compliance with 37 CFR 1.63.
2. Copy of Notice to File Missing Parts of Application - Filing Date Granted.

The United States Patent and Trademark Office is hereby authorized to charge the following fees to Deposit Account No. 19-2386:

- | | | |
|----|---|----------|
| 1. | Surcharge for filing declaration on a date later than the filing date of the application. | \$130.00 |
| 2. | TOTAL FEES: | \$130.00 |

The Commissioner is hereby authorized to charge any additional fees, which may be required, or credit any overpayment to Deposit Account No. 19-2386.

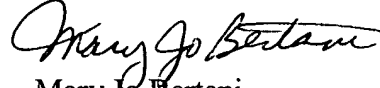
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It is hereby respectfully submitted that the enclosed documents complete the filing of the above-identified patent application and justify the filing date of March 31, 2001. Please telephone the undersigned at (512) 794-3600, if there are any questions. This form is being submitted in duplicate.

EXPRESS MAIL LABEL NO:

EL563590055US

Respectfully submitted,



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Attorney for Applicants
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UNITED STATES PATENT AND TRADEMARK OFFICE

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APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/823,770	03/31/2001	Anil K. Annadata	M-11405 US

CONFIRMATION NO. 6431

FORMALITIES LETTER



OC000000006070786

SKJERVEN MORRILL MACPHERSON LLP
Suite 700
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San Jose, CA 95110

Date Mailed: 05/14/2001

NOTICE TO FILE MISSING PARTS OF NONPROVISIONAL APPLICATION

FILED UNDER 37 CFR 1.53(b)

Filing Date Granted

An application number and filing date have been accorded to this application. The item(s) indicated below, however, are missing. Applicant is given **TWO MONTHS** from the date of this Notice within which to file all required items and pay any fees required below to avoid abandonment. Extensions of time may be obtained by filing a petition accompanied by the extension fee under the provisions of 37 CFR 1.136(a).

- The oath or declaration is unsigned.
- To avoid abandonment, a late filing fee or oath or declaration surcharge as set forth in 37 CFR 1.16(e) of \$130 for a non-small entity, must be submitted with the missing items identified in this letter.
- The balance due by applicant is \$ 130.

*A copy of this notice **MUST** be returned with the reply.*

Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

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